

This guide will show you how to set up your FLIR thermal camera for connection over the Internet using a PC, Mac, smartphone, or tablet.

NOTE: If you are using the camera with an NVR or DVR, you should use the instructions included with the NVR or DVR to set up a remote connection.



Before You Start:

Make sure you have:

- A router and high-speed Internet access (not included).
- Connected the camera to a router or switch on your network using an Ethernet cable. See the Quick Connection Guide for details.
- A PC or Mac connected to the same network as your camera.

1 Record Your IP and MAC Address

- MAC Address:** The camera's MAC address is printed on the product label located on the camera housing.
- IP Address:** To find the camera's IP address, see Step 2.

Record your information below:

MAC ADDRESS: _____

IP ADDRESS: _____

3 Port Forwarding

Manually forward ports 80 and 35000 to the camera's IP address.

All routers are different. To port forward your router, please refer to your router's user manual.

An example of a port forwarding screen is shown for illustration purposes:

EXAMPLE		Port Range				
Application	Start	End	Protocol	IP Address	Enable	
HTTP	80	to 80	Both	192.168.1.12	<input checked="" type="checkbox"/>	
Client	35000	to 35000	Both	192.168.1.12	<input checked="" type="checkbox"/>	

NOTE: If you are configuring multiple cameras, you must change the ports used by each camera. Two cameras cannot use the same port number. For information on changing camera ports, see the instruction manual.

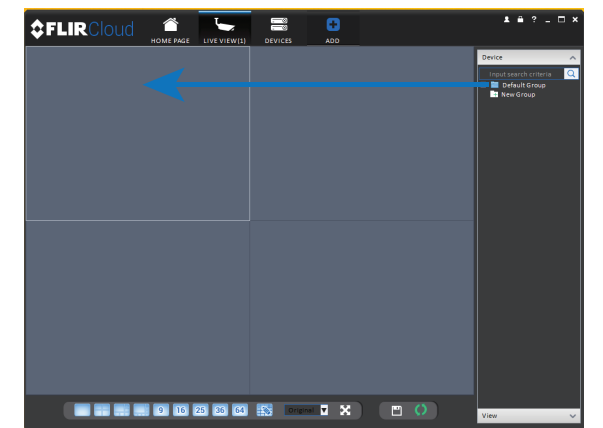
2 Local Connection

- Install **FLIR Cloud™ Client** from www.flir.com/security/support on a PC or Mac in the same LAN as the camera.
- Enter the client user name (default: **admin**) and password (default: **admin**) and click **Login**.
- Click **Add** (ADD) and then click **Devices** (DEVICES). The client scans your LAN for connected cameras. Write down the IP address of your camera.
- Check your camera

Click Add
- Enter the password (default: **admin**) for your camera and click **OK**.

- Click **Add** (ADD) then **Live View** (LIVE VIEW).

- Click and drag **Default Group** to the display window to open your cameras in live view.



Result:

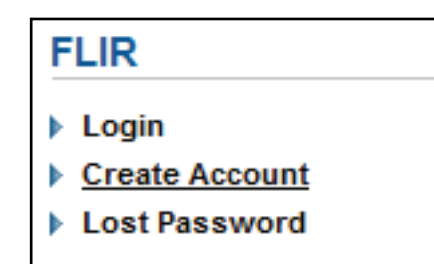


4 Register for FLIR DDNS

- Open your web browser and go to:

<http://ddns.myddns-flir.com>

- Click **Create Account**.



- Complete the Account Information fields with your personal information.

- Complete the System Information fields:

Product License:
Select your product model from the **Product License** drop down menu.

URL Request:
Choose a URL for your DDNS connection (i.e. your name, your company or business name, or anything of your choice).

<Product Code>-<MAC Address>:
Enter the MAC address of the camera. The MAC address is printed on a label on the camera housing.

- Once the information has been entered, click **Create New Account**. Your Account information will be sent to you at the email Address you used in Step c.

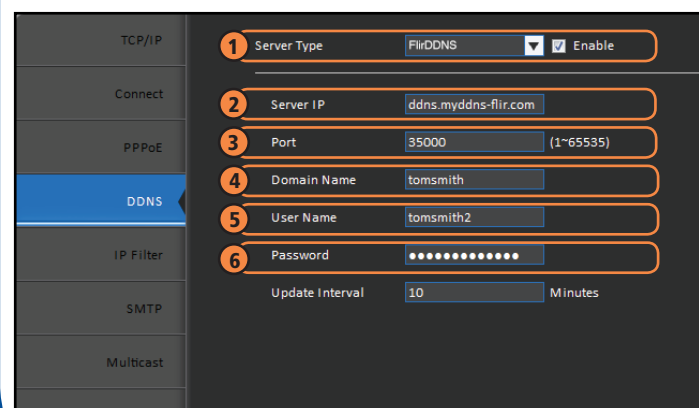
f Record your information here:

DDNS User Name: _____
DDNS Domain Name: _____
DDNS Password: _____

5 Enable DDNS on your Camera

Once you have registered for free DDNS service, use the information in the confirmation email (recorded in Step 4f) to configure DDNS settings on your system.

- Click **Add** (ADD) and then click **Device Config** (DEVICE CONFIG) in the CMS software on a PC or Mac in the same LAN as the camera.
- Click on the camera in the device list.
- Click **Network** (NETWORK) then click **DDNS**.
- Configure the following:



- Server Type:** Check the checkbox and select **FlirDDNS**.
- Server IP:** Enter **ddns.myddns-flir.com**.
- Port:** Enter the Client port (default: **35000**)
- Domain Name:** Enter the **Domain Name** from the confirmation email you received after registering for DDNS.
- User Name:** Enter the **User Name** from the confirmation email.
- Password:** Enter the **Password** from the confirmation email.

NOTE: It may take between 10~15 minutes for the DDNS server to update with your new DDNS address.

- Click **Save**.

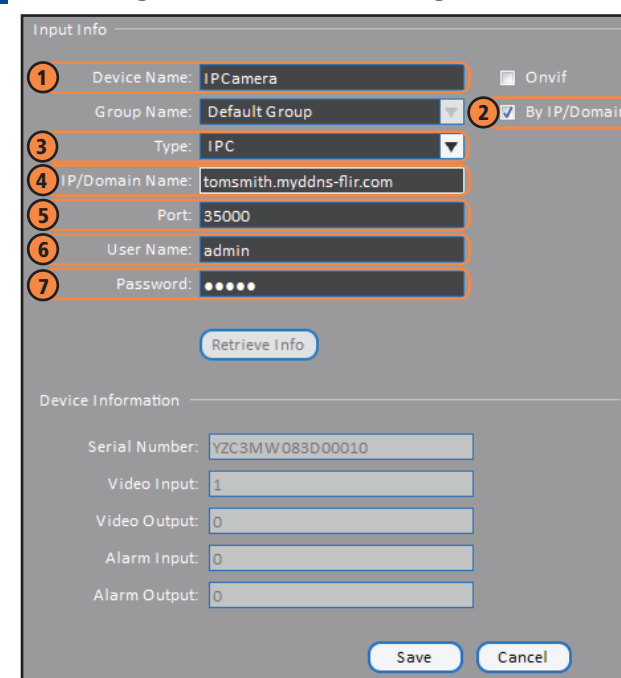
6 Connect Over the Internet

- Install **FLIR Cloud™ Client** from www.flir.com/security/support on a remote computer.

- Click **Add** (ADD) and then click **Devices** (DEVICES).

- Click **Add Device**.

- Configure the following:



- Device Name:** Enter a name of your choice for the camera.
- Check **By IP/Domain**.
- Type:** Select **IPC**.
- IP/Domain Name:** Enter the DDNS Domain Name (recorded in 4f) followed by **.myddns-flir.com**
- Port:** Enter the Client port (default: **35000**)
- User Name:** Enter the **User Name** for the camera (default: **admin**)
- Password:** Enter the **Password** for the camera (default: **admin**).

- Click **Save**.

- Click **Add** (ADD) then **Live View** (LIVEVIEW).

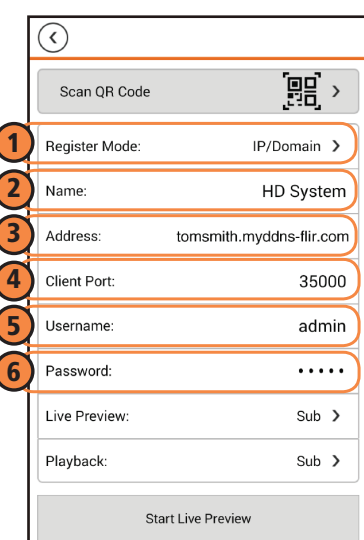
- Click and drag **Default Group** to the display window to open your cameras in live view.

7 Mobile Connection

NOTE: You must complete ALL previous steps before connecting using a mobile device. For other mobile platforms, visit www.flir.com/security/support for details.

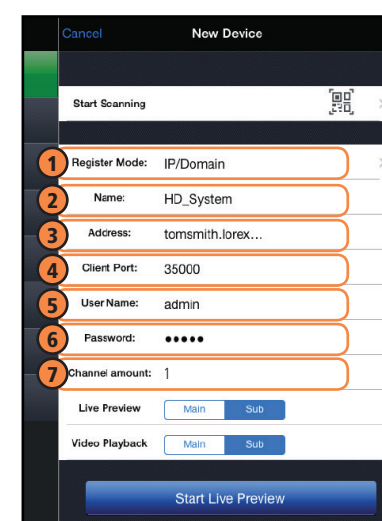
iPhone

- Install **FLIR Cloud™** for free from the App Store.
- Tap the **FLIR Cloud™** icon.
- Tap **Live Preview** (LIVE PREVIEW) then tap **+** (ADD).
- Configure the following:
 - Register Mode:** Select **IP/Domain**.
 - Name:** Choose a name for your camera of your choice.
 - Address:** Enter the IP address or DDNS address of your camera. (e.g. tomsmith.myddns-flir.com).
 - Client Port:** Enter the Client Port (default: **35000**).
 - Username:** Enter the camera's User Name (default: **admin**).
 - Password:** Enter the camera's Password (default: **admin**).
- Tap **Start Live Preview**.
- Enter a new 6 character password and tap **OK**. This password will be used to connect to your camera from now on.
- The app opens in Live View and streams video from your cameras.



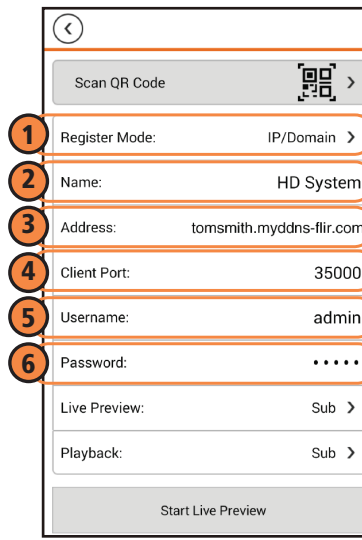
iPad

- Install **FLIR Cloud™** for free from the App Store.
- Tap the **FLIR Cloud™** icon.
- Tap **Device Manager** (DEVICE MANAGER) then tap **+** (ADD).
- Tap **Device Manager**, and then tap **Add**.
- Configure the following, then tap **Save**:
 - Register Mode:** Select **IP/Domain**.
 - Name:** Choose a name for your camera of your choice.
 - Address:** Enter the IP address or DDNS address of your camera. (e.g. tomsmith.myddns-flir.com).
 - Client Port:** Enter the Client Port (default: **35000**).
 - Username:** Enter the camera's User Name (default: **admin**).
 - Password:** Enter the camera's Password (default: **admin**).
 - Channel amount:** Enter **1**.
- Tap **Start Live Preview**.
- Enter a new 6 character password and tap **OK**. This password will be used to connect to your camera from now on.
- The app opens in Live View and streams video from your cameras.



Android

- Install **FLIR Cloud™** for free from the Google Play Store.
- Tap the **FLIR Cloud™** icon.
- Tap **Live Preview** (LIVE PREVIEW) then tap **+** (ADD).
- Configure the following:
 - Register Mode:** Select **IP/Domain**.
 - Name:** Choose a name for your camera of your choice.
 - Address:** Enter the IP address or DDNS address of your camera. (e.g. tomsmith.myddns-flir.com).
 - Client Port:** Enter the Client Port (default: **35000**).
 - Username:** Enter the camera's User Name (default: **admin**).
 - Password:** Enter the camera's Password (default: **admin**).
- Tap **Start Live Preview**.
- Enter a new 6 character password and tap **OK**. This password will be used to connect to your camera from now on.
- The app opens in Live View and streams video from your cameras.



Quick Reference

Default passwords:

	User Name	Password
Local System Access, Remote Access, and Mobile Connection	• admin	• admin
CMS Software Login	• admin	• admin

Default system ports:

- **HTTP Port:** 80
- **Client Port:** 35000
- **UDP:** 35001 (special applications only)
- **RTSP:** 554 (special applications only)

HTTP and Client ports must be port forwarded to enable access to the system over the Internet. See Step 3 for details.

Troubleshooting

Error	Possible Causes	Solutions
Cannot connect to the camera over the Internet	<ul style="list-style-type: none"> • Ports not forwarded • DDNS Setup not completed • Ports are blocked by Internet Service Provider (ISP) 	<ul style="list-style-type: none"> • Port forward the ports shown above. See Step 3 for details. • Complete Steps 4 & 5 to register your camera for DDNS. • Some ISP's block port 80. Reassign the HTTP port to anything above 1026. Re-complete Step 3 with the new port number. If this does not work, contact your ISP for assistance.
Could connect to system previously, but no longer can	<ul style="list-style-type: none"> • Camera internal IP address has changed 	<ul style="list-style-type: none"> • This can occur if your router resets due to power failure. Set up a fixed IP address for your camera. See the Instruction Manual for details.
Cannot connect to the camera using a smartphone or tablet	<ul style="list-style-type: none"> • IP address used from outside local network • Router is blocking DDNS connection from internal network 	<ul style="list-style-type: none"> • Use the DDNS address to connect to the camera using a mobile application. See Step 7. • Turn off WiFi connection and attempt to connect using 3G or mobile network.

Latest software and manuals available on www.flir.com/security/support



For support, visit www.flir.com/security/support